

MISSION SUPPORT SPECIALIST

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Overview

Open & closing dates

🕒 12/09/2016 to 12/22/2016

Salary

\$100,246 to \$130,325 per year

Pay scale & grade

GS 13

Work schedule

Full-Time - Full Time

Appointment type

Permanent

Locations

1 vacancy in the following location:

San Francisco, CA

1 vacancy

Relocation expenses reimbursed

No

This job is open to



[Federal employees](#)

Current or former competitive service employees, including:

- Merit promotion
- Career Transition (CTAP, ICTAP, RPL)
- Transfer



[Veterans](#)

Announcement number

MHCMP-1855470-MLH

Control number

457187400

Duties

Summary

Joining the Customs and Border Protection Office of Field Operations will allow you to use your expertise in administration to provide advisory and technical services to CBP management. This position starts at a salary of \$100,246 (GS-13 step 1). Salary may be adjusted to reflect a pay increase for 2017. Apply for this exciting opportunity to strengthen the Department's ability to perform homeland security functions by analyzing and refining existing work methods and developing new methods and procedures.

Who May Apply:

Current Department of Homeland Security employees with competitive status within the local commuting area;

Current and former Department of Homeland Security employees who met the established criteria in an Office of Personnel Management Interchange Agreement within the local commuting area. (Note: unemployed Interchange Agreement eligibles must reside within the local commuting area);

Current and Former Federal employees with reinstatement eligibility within the local commuting area. (Note: unemployed reinstatement eligibles must reside within the local commuting area);

Veterans who are preference eligibles or who have been separated under honorable conditions after 3 years or more of continuous service will receive consideration under the Veterans Employment Opportunity Act (VEOA);

Individuals who are eligible under a Special Appointing Authority. Please see the "Special Appointing Authority" paragraph in the "Other" section of this vacancy announcement.

The local commuting area is defined as the area surrounding the duty station by which people reasonably travel back and forth from home to work.

- For definitions of terms found in this announcement, please see http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm (http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm)

Organizational Location: This position is located within U.S. Customs and Border Protection, Office of Field Operations, San Francisco Field Office, Office of the DFO, San Francisco, CA.

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

Responsibilities

In this Mission Support Specialist position, you will become a key team member of Homeland Security professionals analyzing and refining existing work methods and developing new methods and procedures.

Typical work assignments include:

- Serving as a senior specialist to provide expert level advice to management and staff in a variety of administrative specialty areas

- Applying a wide range of administrative programs concepts, laws, policies, practices and analytical methods to address technical issues or problems
- Conducting studies for response on requirements in program operations, legislation, or agency regulation
- Representing the office in dealings with vendors and organizations both in and out of the agency that are affected by the mission-oriented programs

Travel Required

Occasional travel - You may be required to travel.

Supervisory status

No

Promotion Potential

13

Who May Apply

This job is open to...

Current Department of Homeland Security employees with competitive status, current and former Department of Homeland Security employees eligible under Interchange, and former Federal employees with reinstatement eligibility, all within the local commuting area, VEOA eligibles, and Special Appointing Authority eligibles.

Questions? This job is open to 2 groups.

Job family (Series)

[0301 Miscellaneous Administration And Program](https://www.usajobs.gov/0301/MiscellaneousAdministrationAndProgram/Search/?j=0301)
(<https://www.usajobs.gov/Search/?j=0301>)

Requirements

Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- You may be required to pass a background investigation
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for the last three years (see "Other Information")
- You may be required to pass initial and random drug testing

Qualifications

GS-13: You qualify at the GS-13 level if you possess one (1) year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include applying established practices to specific administrative problems which involve many variables; conducting independent evaluations on administrative functions and preparing study findings, recommendations, and reports; providing advice on a variety of administrative and management programs and procedures; making agreements and commitments at meetings and during telephone discussions in accordance with previously received functions; and performing liaison functions with other organizations, including effectively presenting the organization's needs and establishing harmonious working relations with counterparts.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide

valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by Thursday, December 22, 2016.

Education

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, church overseas missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Additional information

Special Appointing Authority: Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below.

- Veterans: <http://www.fedshirevets.gov/index.aspx>
(<http://www.fedshirevets.gov/index.aspx>)
- Military spouse: <http://www.fedshirevets.gov/job/shams/index.aspx>
(<http://www.fedshirevets.gov/job/shams/index.aspx>)
- Individuals with Disabilities: <http://www.opm.gov/disability/PeopleWithDisabilities.asp>
(<http://www.opm.gov/disability/PeopleWithDisabilities.asp>)
- Peace Corps/VISTA and other miscellaneous hiring authorities:
https://hru.gov/Studio_Recruitment/HT_05_VISTA-Peace_Corps.aspx
(https://hru.gov/Studio_Recruitment/HT_05_VISTA-Peace_Corps.aspx)

Separate referral lists will be generated for applicants eligible to be appointed under a non-competitive special appointing authority. You must provide documentation supporting your eligibility prior to the closing date of this announcement (please see "Required Documents"). If you have any questions regarding your eligibility, please contact the Human Resources Specialist listed at the end of this job opportunity announcement.

Background Investigation: Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information, please see: <https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>
(<https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>)

Probationary Period: All employees new to the Federal Government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

Bargaining Unit: This position is covered under the bargaining unit.

Please view the video "Protecting America 24/7" to learn more about CBP's Office of Field Operations:

http://cbpapps.cbp.dhs.gov/ofo/2011/protecting_america/pro_america.wmv
(http://cbpapps.cbp.dhs.gov/ofo/2011/protecting_america/pro_america.wmv)

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify> (<http://www.uscis.gov/e-verify>), including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. To learn more, click on the link https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf (https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder) (<https://twitter.com/#!/customsborder>)

How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5917207&PreviewType=Questionnaire) (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5917207&PreviewType=Questionnaire>)

Knowledge, Skills, Abilities and Other Characteristics (KSAOs):

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Knowledge of administrative programs, policies, practices, and methods
- Ability to evaluate many kinds of information and formulate techniques and methods to address technical issues and problems
- Ability to communicate orally and in writing

Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP/ICTAP eligible. Information about ICTAP or CTAP eligibility can be found at:

http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a
(http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)

. To be considered well qualified under CTAP/ICTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

Background checks and security clearance

Security clearance

[Public Trust - Background Investigation](https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/)
(<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>)

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement.
- **Your responses to the job questionnaire** [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5917207&PreviewType=Questionnaire) (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5917207&PreviewType=Questionnaire>)
- **Are you a current or former federal employee?** With the exception of current CBP employees, ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT A MOST RECENT COPY OF THEIR SF-50B (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Applicants should also submit an SF-50B reflecting the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Special Appointing Authority:** See "Other Information" to determine what documentation you need to submit as proof of eligibility for a Special Appointing Authority.
- **Are you a veteran?** If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4-reflecting qualifying medal(s) or service period) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50B to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service and your rank, expected type of discharge and anticipated date of separation. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. To learn more click on the link <http://www.fedshirevets.gov/job/vetpref/index.aspx> (<http://www.fedshirevets.gov/job/vetpref/index.aspx>)
Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate.

Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

If you are relying on your education to meet qualification requirements:

You **MUST** submit a copy of your transcript if you want to substitute your education for experience. If you claim qualifications based on education, and do not submit a transcript, your education will not be used in making a qualification determination and you may be found "**not qualified**".

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/). (<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers (<http://www.dhs.gov/careers>) and select "Benefits".

To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: <http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx> (<http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144**

(#)

. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5917207&PreviewType=Questionnaire)

(<https://ApplicationManager.gov/Questionnaire.aspx?ID=5917207&PreviewType=Questionnaire>)

using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf

(http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf)

, and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascover.pdf>

(<http://staffing.opm.gov/pdf/usascover.pdf>)

. Please include job opportunity announcement ID 1855470 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents. ^

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Thursday, December 22, 2016.**

Agency contact information

 CBP MHC Hiring

Phone

(952)857-2932
[\(tel://\(952\)857-2932\)](tel://(952)857-2932)

Fax

(478)757-3144

Address

CBP Minneapolis Hiring Center
5600 American Blvd
Suite 700
Bloomington, MN
USA

Email

CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV
[\(mailto:CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV\)](mailto:CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV)

[Learn more about this agency](#)
[\(#agency-modal-trigger\)](#)

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov>
[\(http://www.cbp.gov/\)](http://www.cbp.gov/)

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Next steps

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your

application status by signing up for automatic email alerts at:

<https://my.usajobs.gov/Account/NotificationSettings.aspx>
(<https://my.usajobs.gov/Account/NotificationSettings.aspx>)

. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/)
(<https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>)
- [Office of Equal Opportunity](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)
(http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/)
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>)

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>)

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>)